

Artículo de investigación

Working conditions as the main indicator of the quality of working life of employees

Las condiciones de trabajo como el principal indicador de la calidad de vida laboral de los empleados

Condições de trabalho como principal indicador da qualidade de vida no trabalho dos colaboradores

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Abstract

In article problems of labor life quality improvement for employees of the organization for one of its components - satisfactions with working conditions is considered. Making a start from the idea of quality of life, authors subject to the analysis the concept "labor life quality", define its main components. Working conditions act as one of the defining components of labor life quality of employees of the organization. Working conditions of the organization staff are defined by security of jobs with necessary tools, expendables, individual protection equipment and creation of conditions for rest and meal during a lunch break and many other things. Besides, the organization of the most labor process acts as one of significant components of employee working conditions at the enterprise: how competently management of the organization works. Features of forming the satisfactory working conditions are connected with specifics of the work of collective: the yield or stationary nature of work and labor duties which are carried out by the employee. On the basis of results of the initiative empirical research conducted by authors in article the analysis of employee working conditions of the organization for an indicator of satisfaction with the main components of the studied problem is carried out. Article contains results of the author's research on studying labor life quality.

Resumen

En el artículo se consideran los problemas de mejora de la calidad de la vida laboral de los empleados de la organización para uno de sus componentes, se consideran las satisfacciones con las condiciones de trabajo. Partiendo de la idea de calidad de vida, los autores sujetos al análisis del concepto "calidad de vida laboral", definen sus componentes principales. Las condiciones de trabajo actúan como uno de los componentes que definen la calidad de vida laboral de los empleados de la organización. Las condiciones de trabajo del personal de la organización se definen por la seguridad de los trabajos con las herramientas necesarias, los materiales fungibles, el equipo de protección individual y la creación de condiciones para el descanso y la comida durante la pausa del almuerzo y muchas otras cosas. Además, la organización del proceso laboral actúa como uno de los componentes significativos de las condiciones de trabajo de los empleados en la empresa: cómo funciona de manera competente la gestión de la organización. Las características de formar las condiciones de trabajo satisfactorias están conectadas con aspectos específicos del trabajo colectivo: El rendimiento o la naturaleza estacionaria del trabajo y las tareas laborales que lleva a cabo el empleado. Sobre la base de los resultados de la investigación empírica llevada a cabo por los autores en el artículo, se lleva a cabo el análisis de las condiciones de trabajo de los empleados de la

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Keywords: Quality of life, labor life quality, human capital of the organization, condition of labor life, working condition, components of labor life quality, satisfaction with working conditions.

organización para obtener un indicador de satisfacción con los componentes principales del problema estudiado.

Palabras claves: Calidad de vida, calidad de vida laboral, capital humano de la organización, condición de vida laboral, condiciones de trabajo, componentes de calidad de vida laboral, satisfacción con las condiciones de trabajo.

Resumo

No artigo os problemas de melhoria da qualidade da vida ativa dos empregados da organização para um de seus componentes são considerados, as satisfações com as condições de trabalho são consideradas. Com base na ideia de qualidade de vida, os autores submetidos à análise do conceito "qualidade de vida no trabalho", definem seus principais componentes. As condições de trabalho atuam como um dos componentes que definem a qualidade de vida no trabalho dos funcionários da organização. As condições de trabalho do pessoal da organização são definidas pela segurança do trabalho com as ferramentas necessárias, os consumíveis, o equipamento de proteção individual e a criação de condições para descanso e alimentação durante a pausa para almoço e muitas outras coisas. Além disso, a organização do processo de trabalho atua como um dos componentes significativos das condições de trabalho dos funcionários da empresa: como a gestão da organização funciona com competência. As características de formar condições de trabalho satisfatórias estão relacionadas com aspectos específicos do trabalho coletivo: o desempenho ou a natureza estacionária do trabalho e as tarefas de trabalho realizadas pelo empregado. Com base nos resultados da pesquisa empírica realizada pelos autores no artigo, procede-se à análise das condições de trabalho dos funcionários da organização, a fim de obter um indicador de satisfação com os principais componentes do problema estudado.

Palavras-chave: Qualidade de vida, qualidade de vida no trabalho, capital humano da organização, condições de vida no trabalho, condições de trabalho, qualidade dos componentes da vida profissional, satisfação com as condições de trabalho.

Introduction

Satisfaction with employee working conditions of the organization everything is more staticized in connection with increase of a role of a human factor in management of the enterprises. This problem gains special sharpness in the conditions of an economic crisis and growth of the competition among producers. Transition to new technological way defines not only modernization of production and introduction of new innovative technologies, but also leads to increase in value of the human capital of the organization. And it in turn, makes new demands to the level of professional competence and psychological readiness of employees for more productive and intelligently saturated work. Due to the aforesaid, in a control system of the organization of the most important components there are an efficiency and quality of management of the human capital of the organization which are expressed including, and

in satisfaction of employees of the organization with working conditions and labor life quality. The concept of labor life quality is based on a theoretical concept of quality of life, the level of development and degree of satisfaction of all complex of requirements and the interests of the person representing "..., within realization of his vital forces. It is reflected in consciousness of the person in the form of his satisfaction with activity conditions, compliance of its vital space to requirements, interests and the individual's values, that is his vital forces" (Nagimova, 2017). Therefore, we understand degree of satisfaction of material and social and psychological needs of the individual by means of work within production in the concrete organization as labor life quality. It is quite sensitive indicator of degree of wellbeing of the economic sphere of society in general, qualities of life of the population of the country and separately taken person.

If the concept "quality of life" is in scientific circulation since 60th years of last century, then the concept "labor life quality" appeared in the eighties 20th century. Among the western researchers the noticeable contribution to studying labor life quality was made P. Allan, D. Meyer, R. Cunningham, W. Elsner, R. Hueting (Allan & Loseby, 2003; Meyer & Cooke, 1993; Cunningham, 2008; Elsner, 1980; Hueting, 1980). Among the Russian scientist's works of such researchers as V.I. Yankovsky, E.A. Zhulina, N.A. of Gorelov, etc. are known (Yankovsky, 2003; Zhulina, 2001; Gorelov, 2003).

Despite quite thorough readiness of a problem, among authors certain disagreements concerning components of labor life quality are observed. So, according to V.I. Yankovsky, it has to include only "objective parameters of activity of subjects in work" (Yankovsky, 2003). Other Russian researcher A.P. Egorshin considers that "the labor life quality is an integrated indicator; comprehensively characterizing economic development of society, level of material, medico-ecological and spiritual well-being of the person" (Egorshin, 2003).

In our representation the labor life quality represents the multicomponent concept with complex structure including such components as contents and working conditions, social and psychological climate of collective, the system of motivation and stimulation of personnel, indicators of loyalty of employees, etc. Therefore, the labor life quality can be improved purposefully influencing its separate components, at the same time working with complex measures.

Methods

JSC Transneft Prikamye acted as an object of a sociological research on studying labor life quality of employees of the organization. The research was conducted from March to July, 2018 by a questionnaire method on the basis of nested selection. As a nest separate structural division in which survey was conducted in the continuous way were taken. The volume of a sample was 496 respondents representing workers and heads of various levels of management. The error of representativeness of selection made less than 5%. Survey was conducted in the mode of the formalized interview. The social base of a research was made by the staff of the organization having in the majority seniority in this organization more than five years that allows claiming about high degree of competence of participants of poll. The vast majority of respondents has length of service at the enterprise more than one year (among participants of poll of only 7,8% noted that work in this organization less than a year), at the same time about two thirds of participants with length of service more than 5 years. Every third respondent (33,3%) has length of service in this organization more than 10 years, and 28,3% of respondents - from 5 to 10 years. 15,6% of respondents have length of service at this enterprise from 3 to 5 years, 15,0% - from one to 3 years (Fig. 1). trabalho dos funcionários da organização, a fim de obter um indicador de satisfação com os principais componentes do problema estudado.

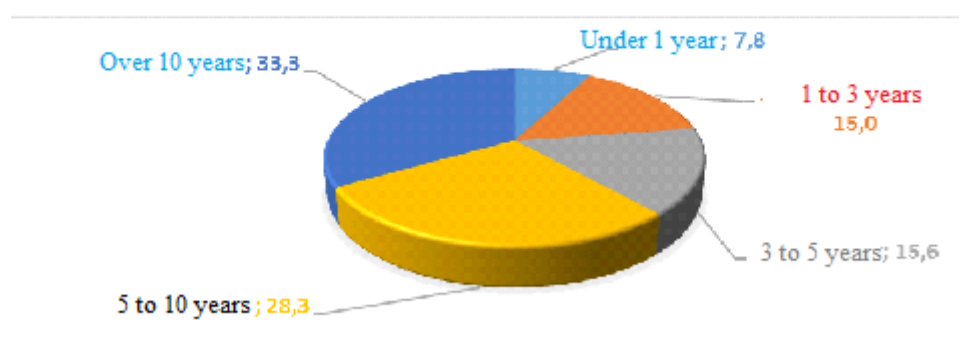


Figure 1. Distribution of respondents on the basis of length of service at the studied enterprise (as a percentage)

Employees of all levels of management participated in poll: the greatest share was made by skilled workers (58,9%) and technical officers (25,7%). 8,9% were made by the staff of various departments, 3,8% of respondents are heads of the average level (chiefs of departments, chiefs of shops, etc.), 2,1% of respondents are presented by unskilled workers, and 0,6% of respondents - heads of the highest level of management (deputy heads of the enterprise, heads of department, etc.).

48,9% of participants of poll have the higher education (whereas totally administrative board and ITR make less than 40%), and it means that among skilled workers there is a considerable share of people with the higher education. 5,1% of respondents have incomplete higher education, and 0,4% - have an academic degree and/or an academic status. More than a quarter of respondents (27,4%) have secondary vocational education (technical school, SPO), and 11,0% of respondents possess primary professional education (technical training college, NGO). Only 6,3% of participants of poll have only secondary education, and 1,0% - incomplete secondary education (8-9 classes).

The age list of respondents is the most optimum for successful functioning of the enterprise - most of respondents are in acmeologic age that is at the age of the physical and professional growth and prosperity - from 31 to 45 years (49,9%). The youth up to 30 years makes 24,4% that is also favorable sign, saying that the organization has a sufficient segment of the employees who are on growth trajectory in the state. Workers of a mature age segment (from 46 to 55 years) represent the skilled employees having necessary competences of professional and social character, but being on the descending line of a career trajectory. And it means that their

share cannot exceed the one fifth part of structure of staff as a violation of this requirement aging of collective, decrease of the activity of workers and effectiveness of work will be observed. The share of the "mature" contingent of workers makes 19,1%. 7,4% of respondents represent pre-retirement group of workers (from 55 to 65 years), and 0,2% - a retirement age (more than 65 years). The cumulative share of these categories of the workers in the general structure working also is optimum (less than 10%).

Results and Discussion

Conditions of labor life represent the complex indicator of satisfaction of employees of the organization with substantial, organizational and moral and psychological components of work which is expressed in estimates of satisfaction of employees with its main components.

As the main components of conditions of labor life we defined such components as:

- security of workers with individual protection equipment;
- condition of household rooms;
- work as the dining room;
- satisfaction with an operating mode;
- organization of work of employees;
- content of work of workers.

Good indicator is that the vast majority of participants of poll noted satisfaction with working conditions in a varying degree (57,2% - are completely satisfied, 39,6% - are satisfied partially). Only 3,2% of respondents expressed dissatisfaction with working conditions (Fig. 2).

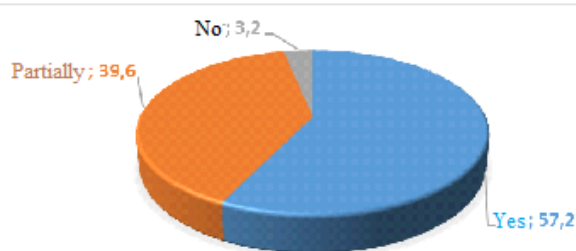


Figure 2. Distribution of answers of respondents to a question: Whether "You are satisfied with working conditions?" (percentage)

What most of all causes dissatisfaction of employees of the organization with working conditions? The shortage of expendables (23,9%) or the computer and/or office equipment (9,3%), insufficient material equipment (19,3%) - here the main problems in this sphere. Besides, unsatisfactory temperature condition in a workplace (11,7%), the high level of production noise (9,5%), problems with ventilation of air in production rooms (6,1%) and gas contamination of the air environment in a

workplace (5,2%) act as the reason of dissatisfaction of workers with working conditions. Quite big share of respondents (6,7%) chose possible answer "another". Such options as occur among any answers of respondents: "frequent failures in operation of the computer equipment", "lack of hot water", "work with harmful and dangerous working conditions", "lack of the vacation spot of working personnel", etc. (Fig. 3).

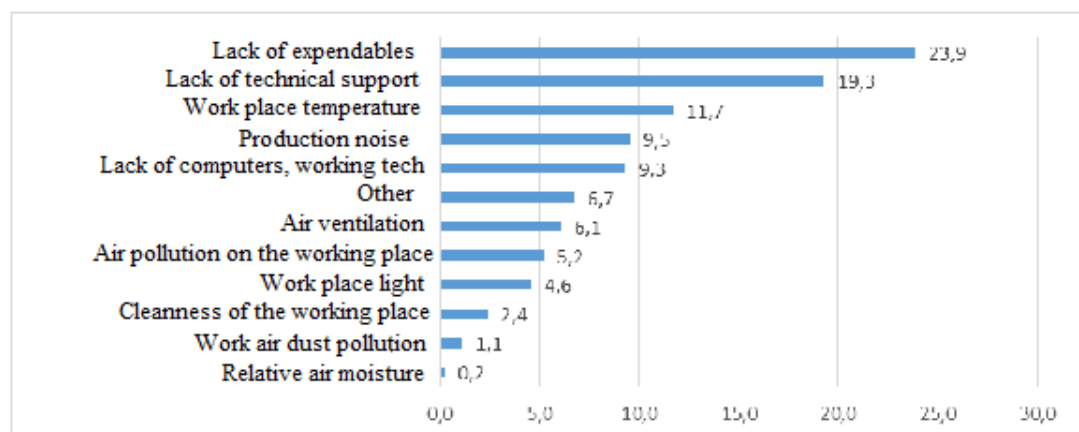


Figure 3. Distribution of answers of respondents to a question: "If you are not satisfied with working conditions, what is the reason?" (percentage)

The analysis on the basis of an indicator of a share of conditions of labor life unsatisfied with separate components of quality showed that most the dissatisfaction of employees is caused by such components as "work as the dining

room" (13,6%) and "operating mode" (8,1%). The average level of dissatisfaction is shown by such components as "the organization of work" (5,6%) and "a condition of household rooms" (5,1%) (Fig. 4).

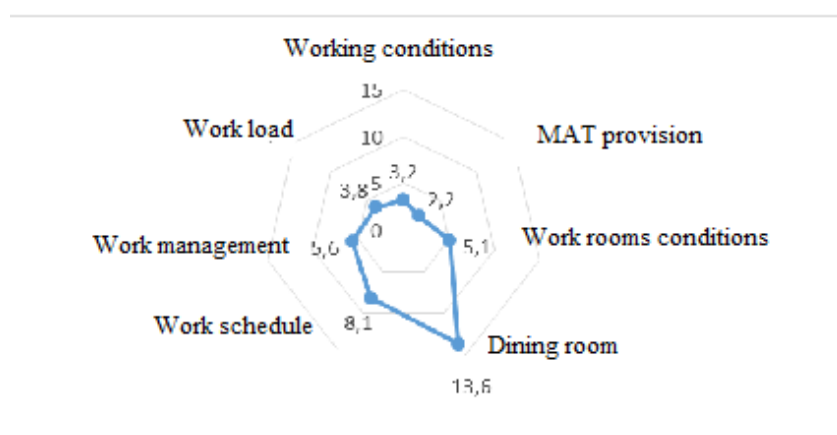


Figure 4. Complex assessment of components of quality of conditions of labor life of employees of the organization for a dissatisfaction indicator (as a percentage share of unsatisfied)

Because work as the dining room causes the greatest degree of dissatisfaction in workers, we asked the specifying question of the dissatisfaction reasons. Among those who expressed dissatisfaction the majority (49,0%) chose possible answer "another" where the most popular possible answer "the dining room in general is absent". This possible answer is characteristic of divisions which work is carried out in field conditions where there is no dining room and in the majority workers eat imported food in specialized rooms. 47,0% of respondents consider that the dining room food expensive. And 16,8% of respondents noted that the menu insufficiently various.

The following problem causing dissatisfaction of workers with working conditions is an operating

mode in the organization. As showed a research, the operating mode existing at the enterprise did not satisfy 8,1% of respondents, and 22,7% of respondents expressed only partial satisfaction (69,2% of respondents are satisfied with an operating mode). Is the most powerful reason of dissatisfaction the works (70,4%) which are often found in production emergency mode. Every tenth respondent (10,5%) who expressed to some extent the dissatisfaction with an operating mode at the enterprise connects it with exit kind of work. Quite significant share of respondents (28,3%) "another", generally concerning beginnings and the end of working hours and duration of a lunch break (Fig. 5) chose possible answer.

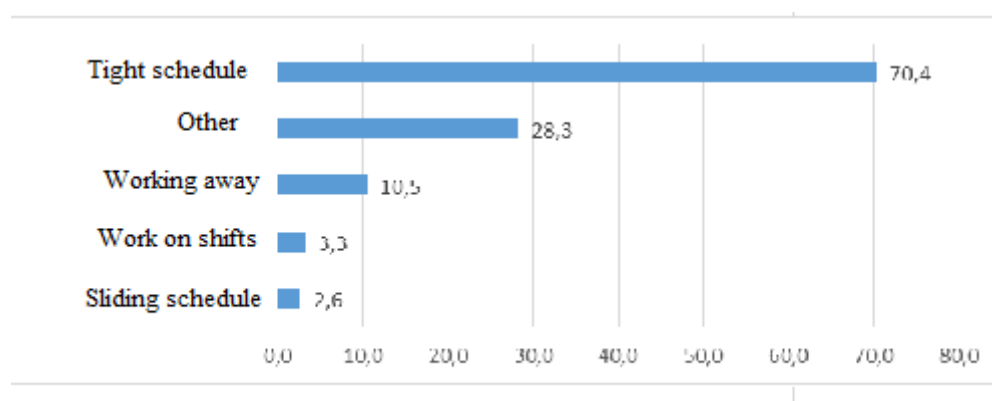


Figure 5. Distribution of answers of respondents to a question: "If you are not satisfied with the existing operating mode, what then?" (percentage)

Most of respondents (75,6%) expressed satisfaction with the organization of work at the enterprise. At the same time 18,8% of participants of poll are satisfied only partially, and 5,6% of respondents are completely not satisfied. What complaints did employees of the organization state concerning the organization of work at the enterprise? The majority answered this question (56,2%) is considered that it is necessary to improve relationship between structural divisions in the organization. Every third respondent (33,1%) is not satisfied with a condition of intra organizational communications and knowledge of workers. 12,4% of

respondents consider that the dissatisfaction is caused by the relations with subcontractors, and according to 10,7% of participants of poll are not satisfied with the relations developing between the organization and customers. The fact that only 9,9% from among unsatisfied see the reason insufficiently good organization of work at the enterprise in relationship with fellow workers is positive. 8,3% of respondents chose possible answer "another", among answers there is a majority not specified, but there are also following options: "it is necessary to work in the day off", "the unsatisfactory relation to workers" (Fig. 6).



Figure 6. Distribution of answers of respondents to a question: "If you are not satisfied with the organization of work, what then?" (percentage)

Summary

The conducted research showed that the satisfaction with labor life quality of workers substantially is defined by their satisfaction with working conditions. Most employees of the organization expressed dissatisfaction with catering services of workers. Especially sharply the problem is observed in those structural divisions which work has exit character. Work as the dining room also causes a number of complaints from the staff of the organization concerning quality and a variety of dishes, sanitary and hygienic conditions, etc.

One more problem causing dissatisfaction of staff of the organization is work mode. Here the problem lies in two planes. On the one hand, workers are not satisfied with the operating mode concerning time of the beginning and the end of the working day and also duration of a lunch break. With another - the emergency mode of work which is often arising in labor process and also the shortage of shots, and the congestion of workers connected with it during working hours. It says about need of use of the effective and more advanced technologies allowing increasing labor productivity and also training of employees of the organization in time-management bases.

Conclusions

The labor life quality of employees of the organization is the complex problem considering all main living conditions in the system of the relations of production including the relations arising between employees of the organization and which are expressed in satisfaction with social and psychological climate and the system of motivation of work of workers. In this article

we considered only one of elements of labor life quality - a working condition on an indicator of satisfaction of workers on their main components. The research allowed to open the most problem points in the organization of working conditions and to develop practical recommendations about their improvement. Purposefully influencing the revealed problem points with the greatest probability it is possible to increase labor life quality of employees of the organization. It, in turn, is connected with activation of human capacity of the organization, expansion of participation of workers in management, their training in the most effective ways of the organization of production and formation of intra production communications. From methodological positions the conducted research allows to design system idea of a problem of labor life quality of employees of the organization and to use results of our research in practice of management.

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